

## **1. English Customer Support Representative**

### **IDEAL CANDIDATE:**

- Excellent communication skills in English, written and spoken
- Previous customer care experience preferred
- Good organizational skills
- PC literate
- Able to work on own initiative and under pressure to achieve deadlines
- Able to multi-task whilst speaking with Customers.
- Highly results driven, with the energy and determination to succeed in a very fast paced environment where the pace and quality of response is critical to success
- Attention to detail and ability to learn quickly
- Must possess the ability to maintain flexibility and openness to a rapidly changing environment

### **JOB RESPONSIBILITIES / BENEFITS:**

The main function will be to delight customers when communicating with them by phone, email, or live chat. You will work with your peers and leadership team to provide experiences that keep customers happy and achieve our client 's goals.

- Respond to customers enquires within given timescales, efficiently and effectively.
- Maintain a high level of professionalism with customer and work to establish a positive rapport
- Recognize when a problem or query should be transferred to another department or Tier 2.
- Handle non-voice transactions as requested or required.
- Enter and retrieve information into local customer database system during and after each communication
- Maintain and update customer and internal information.
- Supply information to provide solutions for customers.
- Manage time and workload to meet administration requirements of the role
- Provide accurate, valid and complete information by using the right methods/tools
- Use guidelines provided and own initiative to decide how a query should be resolved and know when to escalate it
- Promote a positive image through enthusiastic, accurate and engaging communication with customers
- Create and maintain effective working relationships with colleagues.
- Ensure sharing of information and customer data is carried out in a timely and accurate manner
- Any other ad hoc activities that the business would reasonably expect you to undertake

### **IN EXCHANGE, WE WILL OFFER:**

- Professional development through training programs -> modern technologies and customer management;
- Exposure to a multicultural and multilingual environment;
- Coaching opportunities;

- Real possibilities of career development;
- Attractive salary package and medical benefits;
- A modern, dynamic and friendly working environment.